

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Who do I have the pleasure of speaking with? Julia Scott. And how can I assist, assist you, Ms. Scott? Um, I had a text that I saved to my phone, uh, saying that, um, I have to... um, I'm sorry. Let me pull up the text real quick. . Um, it said open enrollment for HSS. Um, it is tomorrow, um, and they told me to call *****. But I got a, um, like a medical insurance card for, on the behalf of my own employer *****. So, um, getting the text, getting a medical card, um, that's why I just called this number. . ***** told me to just call this number. What's the name of this company you work for? HSS Hospitality, um, Staffing Solutions. Okay, so HSS, HSS does offer healthcare benefits to their employees, but it's not free. It is something that they take from your check every week. Oh, okay. Um, you have 30 days from the date of your first paycheck to enroll, if you'd like. The price depends on how many plans you choose and who you'd like to, um, cover. And like I said, it's something that they take from your check every week. Oh, okay. Um, do you know about how much they would take out of my check? Um, it depends really the plan you choose and who you choose to cover. Well, I, I cover only myself. Um, I don't know what the benefits, kind of benefits, um, the plan. Okay, what I can do is I can send you a copy of the benefit guide. It'll show you the plans that are offered and what's covered through each plan and how much is taken out of your check every week. Okay. What is your email? Um, Julie, J-U-L-I-E, L Scott, S-C-O-T-T, 84, eight four, um, @gmail.com. Okay. You want s- This email's gonna come... Go ahead. What? What was that? You said what? This email's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder. Okay. Do you have any questions? Um, no. That was, that was good. I was just wondering what that was all about. All righty. And then, you do have until tomorrow to enroll. And we're here from 8:00 PM, 8:00 AM to 8:00 PM Eastern Standard Time. Okay. Well, thank you. No problem. Thank you very much for calling. You have a great day. You too. You have a great day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Who do I have the pleasure of speaking with?

Speaker speaker_2: Julia Scott.

Speaker speaker_1: And how can I assist, assist you, Ms. Scott?

Speaker speaker_2: Um, I had a text that I saved to my phone, uh, saying that, um, I have to... um, I'm sorry. Let me pull up the text real quick. . Um, it said open enrollment for HSS. Um, it is tomorrow, um, and they told me to call *****. But I got a, um, like a medical insurance card for, on the behalf of my own employer *****. So, um, getting the text, getting a medical card, um, that's why I just called this number. . ***** told me to just call this number.

Speaker speaker_1: What's the name of this company you work for?

Speaker speaker_2: HSS Hospitality, um, Staffing Solutions.

Speaker speaker_1: Okay, so HSS, HSS does offer healthcare benefits to their employees, but it's not free. It is something that they take from your check every week.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Um, you have 30 days from the date of your first paycheck to enroll, if you'd like. The price depends on how many plans you choose and who you'd like to, um, cover. And like I said, it's something that they take from your check every week.

Speaker speaker_2: Oh, okay. Um, do you know about how much they would take out of my check?

Speaker speaker_1: Um, it depends really the plan you choose and who you choose to cover.

Speaker speaker_2: Well, I, I cover only myself. Um, I don't know what the benefits, kind of benefits, um, the plan.

Speaker speaker_1: Okay, what I can do is I can send you a copy of the benefit guide. It'll show you the plans that are offered and what's covered through each plan and how much is taken out of your check every week.

Speaker speaker_2: Okay.

Speaker speaker_1: What is your email?

Speaker speaker_2: Um, Julie, J-U-L-I-E, L Scott, S-C-O-T-T, 84, eight four, um, @gmail.com.

Speaker speaker_1: Okay.

Speaker speaker_2: You want s-

Speaker speaker_1: This email's gonna come... Go ahead.

Speaker speaker_2: What?

Speaker speaker_1: What was that?

Speaker speaker_2: You said what?

Speaker speaker_1: This email's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you have any questions?

Speaker speaker_2: Um, no. That was, that was good. I was just wondering what that was all about.

Speaker speaker_1: All righty. And then, you do have until tomorrow to enroll. And we're here from 8:00 PM, 8:00 AM to 8:00 PM Eastern Standard Time.

Speaker speaker_2: Okay. Well, thank you.

Speaker speaker_1: No problem. Thank you very much for calling. You have a great day.

Speaker speaker_2: You too. You have a great day.